

Personal Lines Learning Paths for Agency Staff

[Home](#)[Sales Producers](#)[Customer Service](#)[Administrative/ Agency Owner](#)[Product by State](#)

These Learning Paths provide on-demand and virtual solutions to help your agency win with Nationwide.

These courses will prepare you to:

- View your customers' information in Agent Center and PolicyCenter
- Service your customers
- Collect and store trailing documents
- Problem-solve administrative tasks
- Quote and bind Auto and Property policies

Select the tab above associated to your role and get started!



Open and Save the Agency Checklist to track your progress.

By accepting a copy of these materials:

(1) I agree that I am either: (a) an employee or Contractor working for Nationwide Mutual Insurance Company or one of its affiliates or subsidiaries ("Nationwide"); or (b) an Independent Sales Agent who has a contract and valid appointment with Nationwide; or (c) an employee of or an independent contractor retained by an Independent Sales Agent; or (d) an Independent Adjuster who has a contract with Nationwide; or (e) an employee of or an independent contractor retained by an Independent Adjuster.

(2) I agree that the information contained in this training presentation is confidential and proprietary to Nationwide and may not be disclosed or provided to third parties without Nationwide's prior written consent.

(3) I acknowledge that: (i) certain information contained in this training presentation may be applicable to licensed individuals only and access to this information should not be construed as permission to perform any functions that would require a license; and (ii) I am responsible for acting in accordance with all applicable laws and regulations.

(4) I agree that I will return or destroy any material provided to me during this training, including any copies of such training material, when or if any of the following circumstances apply: (a) my Independent Sales Agent agreement with Nationwide is cancelled or I no longer hold any appointments with Nationwide; (b) my employment with or contract with a Nationwide Independent Sales Agent is terminated; (c) my Independent Adjuster contract with Nationwide is terminated; (d) my employment with or contract with a Nationwide Independent Adjuster is terminated; or (e) my employment or contract with Nationwide is terminated for any reason.

Personal Lines Learning Path for Sales Producers

[Home](#)[Sales
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State](#)

This Learning Path provides on-demand and virtual solutions to help you successfully service and sell Nationwide.



Open and Save the Agency Checklist

Use the checklist as your guide along with the additional links below to further your learning.

[PolicyCenter Learning Path](#)

Start quoting in PolicyCenter

[Nationwide Express Demo](#)

Get started with Nationwide Express

[Live Learning](#)

Attend a live virtual training to build confidence

Personal Lines Learning Path for Customer Service Associates

[Home](#)[Sales
Producers](#)[Customer
Service](#)[Administrative/
Agency Owner](#)[Product by
State](#)

This Learning Path provides on-demand and virtual solutions to help you successfully service Nationwide policies.



Open and Save the Agency Checklist

Use the checklist as your guide along with the additional links below to further your learning.

[PolicyCenter Servicing](#)

Get started with PolicyCenter job aids and videos

[Billing Resources](#)

Build your knowledge of common billing tasks

[Activities and Desktop Information](#)

Complete policy management activities with confidence and much more

[Live Learning](#)

Attend a live virtual training to enhance your skills

Personal Lines Learning Path for Administrative/Agency Owner

[Home](#)[Sales
Producers](#)[Customer
Service](#)[Administrative/
Agency Owner](#)[Product by
State](#)

This Learning Path provides on-demand and virtual solutions to help you successfully navigate Nationwide system administration and compensation.



[Open and Save the Agency Checklist](#)

Use the checklist as your guide along with the additional links below to further your learning.

[Navigating Nationwide](#)

Find Nationwide system administration resources

[SAP SalesCloud Commission](#)

Access commission and compensation resources

[Live Learning](#)

Attend a live virtual training to connect with Nationwide

Personal Lines Learning Path Product by State

[Home](#)[Sales
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Agency Owner](#)[Product by
State](#)

This Learning Path provides on-demand and virtual solutions to help you successfully navigate your Nationwide compensation.



[Open and Save the Agency Checklist](#)

Use the checklist as your guide along with the additional links below to further your learning.

[Product Solutions](#)

View state-specific job aids and tutorials

[Features and Discounts Highlight Sheets](#)

Highlights of features and discounts for Auto and Property products listed by state

[Live Learning](#)

Attend a live virtual training to connect with Nationwide

Agency Learning Checklist



Instructions: The checklist below is designed to assist new users in gaining confidence with Nationwide's product, quoting, and servicing. Register for live virtual sessions to see a process in action or if you have questions for the facilitator. Use the self-guided section for resources beyond the virtual training.



Videos, Job Aids, and Session Registrations can be accessed from the [Personal Lines Learning Center](#).

Live Virtual Onboarding	
Monthly	
	Personal Lines Servicing
	Personal Lines Billing
	Nationwide Telematics SmartRide and SmartMiles
	Nationwide Smart Home
	Personal Lines Self Service Capabilities
	How to Service Telematics Customers
	Nationwide Express for Agents
	Personal Lines Auto Quoting
	Personal Lines Property Quoting
Quarterly	
	Personal Lines Powersports
Self-Guided Onboarding	
Telematics	
	SmartRide
	SmartMiles
	Smart Home

Self-Guided Onboarding	
Systems	
	Agent Center Navigation
	Agent Center Billing
	PolicyCenter Servicing
	PolicyCenter Auto Submission
	PolicyCenter Property Submission
	PolicyCenter Umbrella Submission
Billing	
	Create a Billing Account for a New Submission
	Multi-Source Down Payments
	Using the Billing Calculator
	Premium Costs for a Policy Change
Product By State	
	Available Feature by State (Download List)
	Features and Discounts Highlight Sheets

